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DEPARTMENT OF HEALTH

# State of Hawaii

Department of Labor and Industrial Relations

# Limited English Proficiency Plan

January 8, 2019

# DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS' LIMITED ENGLISH PROFICIENCY PLAN

## INTRODUCTION

The Department of Labor and Industrial Relations (DLIR) implemented the "Limited English Proficiency (LEP) Plan," to address language access issues on May 3, 2006. DLIR is committed to continually review and revise the plan based on recommendations from customers, interested stakeholders, employees and the public.

Presidential Executive Order 13166, "*Improving Access to Services for Persons with Limited English Proficiency*" was created to "...improve access to ...federally assisted programs and activities for persons, who as a result of national origin, are limited in their English proficiency..." Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d ("Title VI") serves as the basis for Executive Order 13166. Title VI provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Several divisions and agencies of the State of Hawaii Department of Labor and Industrial Relations receive Federal funding from the U.S. Department of Labor and, by virtue of the funding, Title VI applies to all DLIR's operations. See 29 CFR sections 31.1; 31.2(g); and 31.3.

The Legislature passed Hawaii's language access law as Act 290 (SLH 2006), which was codified as Part II of chapter 371, Hawaii Revised Statutes (HRS). Act 201 (SLH 2012), transferred the law to chapter 321C, HRS. DLIR seeks to implement the initiatives set forth in this LEP Plan to meet its obligations under Title VI and chapter 321C, HRS. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DLIR services and programs.

Hawaii's population reflects a rich blend of peoples and cultures. According to the U.S. Census Bureau, Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for States: 2009-2013, released in October, 2015, 25.4% of Hawaii's 1.3 million people speak a language other than English at home. For many, English is not their primary language. Many have only a limited ability to read, write, speak, or understand English. Language barriers often make it difficult for many residents to fully participate in our community and undermine their efforts to become self-sufficient and productive. This LEP Plan exhibits DLIR's commitment to provide essential and meaningful access to LEP customers.

This Plan applies to all DLIR agencies and administratively attached agencies.

## **DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS**

For purposes of this LEP Plan, LEP persons or LEP customers mean individuals who do not speak English as their primary language and who self identifies as having a limited ability to read, write, speak or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter free of charge.

## **RELEVANT FACTORS**

In determining how to provide effective and meaningful access to LEP customers, the U.S. Department of Labor has established the following four guidelines (68 Fed. Reg. 32290, 32294 (May 29, 2003)), which are also in HRS § 321C-3(a) (1)-(4):

1. The number or proportion of LEP persons eligible for service or likely to seek services from a program.
2. The frequency with which LEP persons encounter a program.
3. The nature and importance of the program, activity, or service provided by the program to LEP persons.
4. The resources available to the program and the costs of providing interpretation/translation services.

The touchstone of this four-factor analysis is reasonableness—reasonableness as measured by balancing: (1) the size, needs, and the nature of assistance to the LEP population served, and (2) DLIR's capacity and available resources.

Note: Where there is not a "significant" number or proportion of LEP persons in the community serviced by DLIR, DLIR will make reasonable efforts to meet the particularized language needs of limited-English speaking individuals who seek services or information from DLIR, pursuant to HRS § 321C-3.

## **SUMMARY**

This DLIR LEP Plan is comprised of seven (7) components:

- 1. Development of a reporting system designed to obtain key information about the LEP customers who use DLIR services.**

*Each program will have in place mechanisms in its reporting system to assess, on a regular basis, the LEP status and language assistance needs of current and potential customers, as well as mechanisms to assess the Department's capacity to meet these needs according to the components of this plan.*

- 2. Compilation of comprehensive multilingual listing of DLIR employees.**

*DLIR developed and maintains a volunteer employee list that is distributed to its divisions and agencies and posted on DLIR's intranet semi-annually by the Language Access Coordinator.*

**3. Notice of interpretation/translation services to LEP customers.**

*Each division, program and activity at DLIR will proactively inform LEP individuals of the availability of free language assistance services.*

**4. Providing interpretation/translation services for LEP customers.**

*Each division, program, and activity at DLIR will arrange for the provision of oral languages assistance in response to the needs of LEP individuals, in both face-to-face and telephone encounters.*

*Each division, program and activity at DLIR will produce vital documents and information in languages other than English where a significant number of customers served or eligible for service have limited English proficiency (using the four-factor analysis discussed in the "RELEVANT FACTORS" section above). These written materials may include paper and electronic documents, such as publications, notices and correspondence and vital information on the DLIR website.*

**5. Designation of a Language Access Coordinator.**

*The Director of Labor and Industrial Relations designated Christen Lee as the Language Access Coordinator.*

**6. Training DLIR staff on the implementation of this plan.**

*DLIR trains staff on the department's legal obligation to LEP persons and on how to identify and assist LEP persons. Staff shall participate in a refresher training every year to ensure that they are aware of their responsibilities to LEP customers. New employees receive training and instruction on how to assist LEP persons when they begin their employment with DLIR.*

**7. Seeking stakeholders' input, review and revision of the LEP Plan.**

*DLIR will institute procedures to assess the accessibility and quality of language assistance activities for its LEP customers. The Language Access Coordinator will also monitor assessments.*

*DLIR, through the Language Access Coordinator, will actively seek input from groups that assist LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services.*

An explanation of the seven components follows:

**LEP PLAN**

**I. DEVELOPMENT OF A REPORTING TOOL TO OBTAIN KEY INFORMATION ABOUT THE LEP CUSTOMERS WHO USE DLIR SERVICES**

DLIR will continuously gather information about what languages LEP persons speak and the services they use to ensure meaningful access. DLIR's Research and Statistics Division (R&S) developed a comprehensive survey form designed to collect the information necessary to enable DLIR to deliver

meaningful access to LEP customers. R&S developed a procedure for each DLIR division or agency to complete the form. R&S compiles the data on a semi-annual basis and provides a report to the departmental Language Access Coordinator (Appendix A).

The DLIR website includes language buttons in the most commonly spoken languages in Hawaii, which will take the customer to a paragraph in that language that gives directions on obtaining assistance. DLIR keeps statistics on the usage of those language buttons.

## **II. COMPILATION OF COMPREHENSIVE LISTING OF MULTILINGUAL DLIR EMPLOYEES**

DLIR maintains a list of multilingual employees and the language or languages that they can speak or read, the degree of fluency in those identified languages, and the contact information for that DLIR employee (Appendix B). An employee on this list may be contacted when a LEP customer of DLIR services needs language assistance. The procedure for providing language assistance is contained in Section IV.

Although a DLIR employee may not be fluent in a particular language, depending on the circumstances, that employee's language skills may facilitate a certain comfort level that may contribute significantly to meeting a LEP customer's needs. However, multilingual employee volunteers are to assist LEP persons with basic, ministerial, non-substantive issues only. For substantive issues or to understand vital documents, an interpreter or translation service is required, unless the multilingual employee volunteer has had proper interpreter training or certification. All DLIR multilingual employee volunteers are encouraged to complete training in interpretation techniques.

## **III. NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES TO LEP CUSTOMERS**

### **A. OFFICE NOTICE**

The Language Access Coordinator convened a LEP working group to translate "Babel" Notices into the department's ten most requested languages. In 2015, DLIR procured translation services so that all of its programs have this notice in ten languages for use in written and electronic materials (Appendix C). The notice indicates that DLIR supplies language services free of charge and contact information. The Language Access Coordinator distributed the notices to all programs of DLIR for their use and/or inclusion in written or electronic materials and with vital documents. DLIR's programs tailor the forms with their own telephone contact information, which connect to a live body when called.

The Babel notices appear as button links on every DLIR program's homepage to help ensure web users have the opportunity to access activities and services with the assistance of free language services.

Lastly, at least one 11" x 17" poster informing LEP customers that DLIR

provides free interpretation services is required in a prominent place in all DLIR offices having contact with the public. Attached is an 8 1/2" x 11" copy of this poster (Appendix D).

**B. NOTICE FOR REQUESTING ORAL INTERPRETATION OF VITAL DOCUMENTS**

For vital documents that do not meet the minimum threshold for translation into specific languages, DLIR developed a written notice to attach to documents that states that language services are free of charge upon request. The notice, translated into the ten most commonly spoken languages, invites a person who needs interpretation of a DLIR document to contact the program that issues the document via phone. (Appendix C).

**IV. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS**

Situations may arise where LEP customers are unable to negotiate through DLIR programs without the assistance of interpreters in their preferred language. To ensure that the inability to communicate in English does not deprive the public of access to services, programs, and activities, DLIR will provide an interpreter, at no cost to the customer, for LEP customers pursuant to the following procedures.

If a customer approaches a DLIR employee and appears to be asking for help, but has difficulty communicating what he or she needs, the employee should proceed with the following according to the facts of the customer approach:

**A. IN-PERSON INTERPRETER**

The DLIR employee helping the customer should attempt to determine what language that person speaks. If the language cannot be readily determined, the DLIR employee will use the poster, attached as Appendix D, to ascertain what language the customer speaks. The DLIR employee will allow the customer to review the poster and encourage the person to point to the language in which he or she needs an interpreter. Generally, a competent, in-person interpreter is preferred over a telephone interpreter.

**NOTE: While it may be customary for LEP customers to bring their relatives or friends as interpreters, it is not appropriate to have relatives, friends, or minors serve as interpreters.**

If the customer points to a language on the poster, then the DLIR employee will refer to the multilingual listing of all DLIR employees, attached as Appendix B, and first contact an available interpreter within the DLIR employee's office. If no one is available to interpret within that office, then the DLIR employee will attempt to contact an interpreter in the proximity of his or her own office (i.e. on the same floor). If no one in the proximity of the office is available, then the DLIR employee will contact an interpreter within any office of DLIR. DLIR also maintains a list of contacts within all its programs (Appendix F).

If no one is available within the DLIR, the employee assisting the customer will call an approved language service vendor.

If a DLIR multilingual employee volunteer is available to assist in the requested language, the volunteer will first determine if the issue brought forward by the LEP person is critical and substantive. If the issue is non-substantive or ministerial in nature, the volunteer employee may assist the LEP customer.

If the issue is substantive or involves a vital document, the employee volunteer may only assist the LEP customer if the volunteer has proper interpreter training or certification. If the employee has the proper interpreter training or certification, then assisting the LEP person can continue. If the employee volunteer does not have proper interpreter training or certification, then the employee volunteer will explain to the LEP customer that the employee will need to seek the assistance of a qualified interpreter.

The DLIR staff person will then determine if an in-person interpreter or a telephonic interpreter is needed and will explain this to the customer. After arranging for an interpreter, the volunteer shall fill out the "LEP Encounter Report" for record-keeping purposes.

#### **B. TELEPHONE INTERPRETERS**

When DLIR staff ascertains that it is appropriate to provide telephonic interpretation the staff will call an approved language service vendor (Appendix H). The DLIR employee will then give the language service vendor representative the Division Account Number and an interpreter will be connected to the call.

The DLIR employee will (1) brief the interpreter about the situation by summarizing what the employee wishes to accomplish, and (2) convey any special instructions to the interpreter.<sup>1</sup> The DLIR employee will then allow the customer to speak to the interpreter.

When the discussion between the customer and the interpreter is finished, or when the DLIR employee is prompted, the DLIR employee will then speak to the interpreter to find out what the customer needs.

The cost for oral interpretation services shall be borne by the division or agency.

#### **C. NO LANGUAGE SERVICE VENDOR INTERPRETER IS AVAILABLE OR THE LANGUAGE REQUESTED IS NOT LISTED ON THE POSTER**

If the language service vendor representative indicates that the language service vendor does not have an available interpreter of the requested language or the language listed on the LEP poster (Appendix D),<sup>2</sup> the DLIR

- 1 If the speakerphone feature is available on the DLIR employee's phone, then the speakerphone feature should be used to allow both the LEP customer and the DLIR client to be on the line at the same time.
- 2 Should a LEP customer require sign language services, the DLIR employee may go directly to Appendix "E" and make the necessary arrangements for sign language interpreter services.

employee may contact the interpreter services listed on Appendix E for assistance. Appendix E is a list of interpreter/translation services compiled by the Language Access Coordinator.

If the language that the customer speaks is not available with the language service vendor and is not listed on the LEP poster (Appendix D), the DLIR employee assisting the LEP customer shall contact the Language Access Coordinator and proceed as instructed. The Language Access Coordinator shall contact the administrator of the program servicing the LEP customer, and the Language Access Coordinator and the administrator of the division shall endeavor to grant the request, in whole or in part, by using the four-factor analysis discussed in the "RELEVANT FACTORS" section above.

#### **D. TELEPHONE CALLS**

When a LEP customer or a representative of a LEP customer needing oral translation services calls, the DLIR employee should encourage the LEP customer to come into DLIR. The employee shall obtain or help obtain oral translation services. The employee shall fill out a "LEP Encounter Report" for record-keeping.

#### **E. WRITTEN TRANSLATION**

As discussed in Section III.B above, a notice regarding the provisions of free language services shall be attached to vital documents to help provide meaningful access to LEP customers. (DLIR has developed a list of vital documents and when the minimum threshold is met, the document shall be translated into specific languages (Appendix G)).

When the Language Access Coordinator receives a request for a written translation, the Language Access Coordinator and the administrator of that particular division shall decide whether the request should be granted using the four-factor analysis discussed in the "RELEVANT FACTORS" section above. It is within the discretion of the Language Access Coordinator and the administrator to select a qualified translator.

### **V. DESIGNATION OF A Language ACCESS COORDINATOR**

The Language Access Coordinator will be responsible for, among other things: (1) the overall implementation of the LEP Plan, (2) responding to any inquiries or comments/complaints regarding the LEP Plan and its implementation, (3) making any revisions and modifications to the LEP Plan, as necessary, (4) training DLIR employees by providing the proper background necessary to implement the objectives of the LEP Plan, (5) serving as the primary contact for LEP customers who may need a written translation of important DLIR documents, and (6) coordinating efforts to implement, monitor, and evaluate input aimed at improving the current LEP Plan.



**VI. TRAINING DLIR STAFF**

New employees shall receive training on how to assist LEP persons when they begin their employment with DLIR. All employees shall participate in a refresher training every year.

**VII. SEEKING STAKEHOLDERS' INPUT; REVIEW AND REVISION OF THE LEP PLAN**

The DLIR, through the Language Access Coordinator, actively seeks input from groups that assist LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services. All interested stakeholders are encouraged to contact the Language Access Coordinator directly.

This LEP Plan is a "*living document*" that shall be reviewed and revised in light of comments from LEP customers, their representatives, interested stakeholders, and DLIR staff. Such review and revision shall take place at least once every two years.

Furthermore, each division will institute procedures to assess the accessibility and quality of language assistance activities for its LEP customers. The Language Access Coordinator will monitor assessments.

**All DLIR divisions and administratively attached agencies shall comply with this LEP plan.**

  
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Leonard Hoshijo, Director  
Department of Labor & Industrial Relations

January 8, 2019  
Date

## APPENDICES

- A. Language Access Reporting Tool
- B. Multilingual DLIR Employee Volunteers
- C. Language Access Notice
- D. Language Poster
- E. Interpreter—Translation Services
- F. Internal LEP Contacts
- G. Vital Documents List
- H. Telephonic Contractor

Language	# of LEP Encounters			Type of Services Provided to LEP Customers (#)						Type of Oral Language Service Utilized (#)						# of Documents Translated			Language Services Expenditures (\$)				Amount (Total \$)			
	Oral Language Service	Sight Translation	Written Translation	Other (please specify):	Bilingual Staff (provides direct service in another language)	Community Volunteer	Contracted Interpreter (via an interpreter Agency)	Contracted Interpreter (Directly)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (speaks another language, volunteers to help)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sight Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):							
<b>Total:</b>	408	47	7	0	0	347	27	0	18	4	4	12	0	0	3	3	0	0	0	0	\$3,937.76	\$928.28	\$3,243.32	\$146.58	\$-	\$8,255.94
% of Total:	100%	10.4%	1.6%	0.0%	0.0%	85.0%	6.6%	0.0%	4.4%	1.0%	1.0%	2.9%	0.0%	0.0%	100.0%	11.2%	39.3%	1.8%	0.0%	47.7%	\$47.76	\$11.28	\$3,243.32	\$146.58	\$-	100%
Cantonese	210	3				202	3		3	1		1								\$305.00		\$482.25			\$787.25	
Chuukese	3						3													\$240.00					\$240.00	
Hawaiian																										\$0.00
Ilokano	33	4				17	12		1	1	3									\$1,530.00		\$296.08			\$1,826.08	
Japanese	15	6	3			11	1	1	1	1	1	1								\$218.62		\$238.30			\$456.92	
Korean	23	4				17	4	2												\$725.76		\$328.31			\$1,054.07	
Kosraean																									\$0.00	
LEP Hearing Impaired	1					1															\$279.36		\$157.00			\$157.00
Mandarin	53	4				38	1	8	1	5										\$279.36		\$388.64			\$668.00	
Marshallese																									\$0.00	
Portuguese																										\$0.00
Samoan	1								1																	\$0.00
Spanish	41	10				38	1	2												\$67.50		\$696.90			\$764.40	
Tagalog	13	7	1			9	2	1	1	1	1	1								\$451.05		\$480.02			\$931.07	
Thai	1	1				1																				\$85.00
Tongan																										\$0.00
Vietnamese	2	2				2																				\$90.00
Visayan (Cebuano)																										\$0.00
Laotian																										\$0.00
Micronesian	1	1										1														\$0.00
Filipino																										\$0.00
Chinese																										\$0.00
Other (Burmese)	1					1																				\$0.00
Other (Russian)	1					1																				\$0.00
Other (Tongan)	1					1																				\$0.00
Other (Hindi)	1					1																				\$0.00
Document Translation	2		2			2																	\$0.82			\$0.82
Sign Inv.-No Show																										\$0.00
Sign-Investigation																										\$0.00
Sign Intake Interview	4	4				4																	\$628.28			\$628.28
Sign-Mediation	1	1				1																	\$300.00			\$300.00

Totals for "Type of Services Provided" and "Type of Oral Language Service Utilized" may be more than one type of service provided for each encounter or interpreters were contracted but clients were no-shows.  
 "Other" includes friends, family, personal interpreter.  
 WDD: Family &/or friends provided services such as resume review, translation, & update to HireNet Hawaii website.

## APPENDIX B

Language	Name	Office	Address	Location	Proficiency
Cambodian	Khuy, Chana	OCS	DLIR Room 420	HNL	Fluent
Cantonese	Chao, Tin	HIOSH	DLIR Room 425	HNL	Fluent
Cantonese	Ling, Lily	LIRAB	DLIR Room 404	HNL	Conversational
Cantonese	Chong, Wendy	UID	DLIR Room 437	HNL	Fluent
Cantonese	Sun, Xian	UID	DLIR Room 110	HNL	Fluent
Cantonese	Hom, James	ESARO	DLIR Room 429	HNL	Limited
Cantonese	Lin, Fanny	UID	DLIR Room 110	HNL	Fluent
Cebuano	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent
Ilocano	Tacsiat, Marie	UID	4370 Kukui Grove St., Suite 3-214	Kauai	Fluent
Ilocano	Ballesteros, Albert	HIOSH	DLIR Room 425	HNL	Fluent
Ilocano	Manera, Adele	WDD	4444 Rice Street, #302	Kauai	Conversational
Ilocano	Eder, Junior	DCD	DLIR Room 209	HNL	Fluent
Ilocano	Cabreros, Benjamin	OCS	DLIR Room 420	HNL	Fluent
Ilocano	Dela Cruz, Jovanie	OCS	DLIR Room 420	HNL	Fluent
Ilocano	Dacanay, Julius	HIOSH	DLIR Room 425	HNL	Fluent
Ilocano	Fernandez, Edgar	WDD	DLIR Room 329	HNL	Fluent
Ilocano	Casabay, Ferdinand	ASO	DLIR Room 309	HNL	Fluent
Indonesian	Lee, Debby	OCS	DLIR Room 420	HNL	Fluent
Japanese	Miyajima, Naohiro	ASO	DLIR Room 309	HNL	Fluent
Japanese	Kobayashi, Azusa	UID	DLIR Room 437	HNL	Fluent
Japanese	Ueno, Tosh	UID	DLIR Room 437	HNL	Fluent
Japanese	Ah Sam, Sheryl	WDD	2064 Wells Street, Room 108	Maui	Limited
Japanese	Kawai, Miho	ASO	DLIR Room 309	HNL	Fluent
Japanese	Shinsato, Emily	DCD	DLIR Room 209	HNL	Fluent
Japanese	Tanaka, Hideko	DCD	DLIR Room 209	HNL	Fluent
Mandarin	Lin, Fanny	UID	DLIR Room 110	HNL	Fluent
Mandarin	Chao, Tin	UID	DLIR Room 425	HNL	Fluent
Mandarin	Sun Xian	UID	DLIR Room 110	HNL	Fluent
Samoan	Suafai, Anne Marie	WDD	601 Kamokila Blvd., Room 138	Kapolei	Fluent

## APPENDIX B

Spanish	Takamori, Jodi	UID	54 S. High St., 201	Maui	Fluent
Tagalog	Dela Cruz, Jovanie	OCS	DLIR Room 420	HNL	Fluent
Tagalog	Antonio, Melanie	DCD	DLIR Room 209	HNL	Limited
Tagalog	Mercado, Ryan	DCD	DLIR Room 209	HNL	Fluent
Tagalog	Eder, Junior	DCD	DLIR Room 209	HNL	Fluent
Tagalog	Tacsiat, Jannette	UID	370 Kukui Grove St., Suite 3-214	Kauai	Fluent
Tagalog	Edano, Socorro	UID	DLIR Room 324	HNL	Fluent
Tagalog	Barboza, Teddy	WSD	DLIR Room 340	HNL	Conversational
Tagalog	Lactoen, Myrna	OCS	DLIR Room 420	HNL	Fluent
Tagalog	Menor, Bernard	OCS	DLIR Room 420	HNL	Fluent
Tagalog	Dacanay, Julius	HIOSH	DLIR Room 425	HNL	Fluent
Tagalog	Rivera, Lina	ASO	DLIR Room 309	HNL	Fluent
Tagalog	Ballesteros, Albert	HIOSH	DLIR Room 425	HNL	Fluent
Tagalog	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent
Tagalog	Casabay, Ferdinand	ASO	DLIR Room 309	HNL	Fluent
Thai	Nakagawa, Kanjana	UID	DLIR Room 324	HNL	Limited
Vietnamese	Vyhien, Peyton	ASO	DLIR Room 309	HNL	Fluent
Vietnamese	Nguyen, Tony	UID	DLIR Room 110	HNL	Fluent
Visayan	Cabiles, Desiree	UID	1505 Dillingham Blvd., Room 110	HNL	Fluent
Visayan	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent

## APPENDIX C



ENGLISH	This document contains important information. If you need language assistance at no cost to you, please contact us by telephone or in person immediately.
ILOKANO	Daytoy nga dokumento ket addaan ti importante nga impormasyon. No masapul mo ti mangipatarus nga libre, pangngaasim ta awagan na kami ti telepono wenno umay na kami kitaen nga daras.
TAGALOG	Ang dokumentong ito ay naglalaman ng importanteng impormasyon. Kung nangangailangan kayo ng libreng tulong para maintindihan ito, mangyaring makipag-ugnay sa amin sa pamamagitan ng telepono o makipagkita kagaad sa amin.
CHINESE SIMPLIFIED 简体中文	此文件有重要信息。如果您需要免费的语言协助服务，请您立刻给我们打电话或来我们办公室请求帮助。
CHINESE TRADITIONAL 繁體中文	此文件有重要信息。如果您需要免費的語言協助服務，請您立刻給我們打電話或來我們辦公室請求幫助。
SPANISH Español	Este documento contiene información importante. Si necesita los servicios de un intérprete sin costo alguno para usted, por favor llame de inmediato por teléfono o contacte con alguna persona de nuestra oficina.
JAPANESE 日本語	この書類には重要な情報が含まれています。無償で日本語の支援を受けたい場合は、早急に電話あるいは直接窓口にて申込を行ってください。
CHUUKES Fosun Chuuk	Mei auchea met masowan ei taropwe. Ika pwe ke mochen aninis ren noumw chon chiaku esap kamo, kose mochen kokori kich won tengwa ika fen pusin chuto rech.
MARSHALLESE Kajin Majol	Ilo pepa in ewor melele ko aorok. Ne kwoj aikuj jiban na ukok ilo ejjelok wonen, jouj im kokkeitaak kem ilo talboon ak ilo wobij e ien eo emakaaj tata.
KOREAN 한국어	이 문서는 중요한 정보가 포함되어 있습니다. 무료로 언어 도움이 필요하시면, 바로 전화 하시거나 오셔서 상담하십시오.
VIETNAMESE Tiếng Việt	Tài liệu này bao gồm các thông tin quan trọng. Nếu bạn cần hỗ trợ ngôn ngữ miễn phí, xin vui lòng đến gặp trực tiếp chúng tôi hoặc liên lạc qua điện thoại ngay lập tức.



## APPENDIX E

### DLIR Language Assistance Resources

#### Telephonic Contractor (2018-19)

Corporate Translation Services, Inc. dba Language Link (formerly CTS Language Link)		1(888) 338-7394 www.ctslanguage.com
<b>INTERPRETATION (Oral)</b>		
Language Services Hawaii, LLC		(808) 393-7060 Email: lsh@languageserviceshawaii.com
Bilingual Access/Helping Hands		(808) 526-9724
Hawaii State Judiciary Court Interpreter Certification Program	Court Interpreter List	(808) 539-4860 Website: <a href="http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf">http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf</a>
Hawaii Interpreting Services	Sign Language	(808) 394-7706 Website: interpretinghawaii.com Email: info@interpretinghawaii.com
Stratus Video (Optimal Phone Interpreters was acquired in 2016)		1(727) 451-9766 Website: stratusvideo.com
Pacific Gateway Center	Mishka Silva	(808) 773-7051 Website: Pacificgatewaycenter.org
Pacific Interpreters	Matthew Riley	1(800) 311-1232 Website: Pacificinterpreters.com
Language Line Solutions (Tele- Interpreter was acquired in 2008)		1(800) 752-6096 Website: Teleinterpreters.com
<b>INTERPRETATION (Written)</b>		
Language Services Hawaii, LLC	(808) 393-7060	(808) 393-7060 Email: lsh@languageserviceshawaii.com
Bilingual Access/Helping Hands		(808) 526-9724
United Language Group (Via Language was acquired in 2018)		1(855) 786-4833
East-West Concepts, Inc.	Krisztina Samu	(808) 938-8410 Website: Eastwestconcepts.com
<b>INTERPRETATION AND TRANSLATION</b>		
University of Hawaii, Center for Interpretation and Translation Studies		
956-4421 Suezeng@hawaii.edu		
<b>BRAILLE SERVICES</b>		
Library for the Blind & Physically Handicapped		
733-8444 <a href="http://www.librarieshawaii.org/locations/oahu/lbph.htm">www.librarieshawaii.org/locations/oahu/lbph.htm</a>		
<b>LANGUAGE ASSISTANCE RESOURCES WEBSITES</b>		
Office of Language Access(OLA)	<a href="http://health.hawaii.gov/ola/">http://health.hawaii.gov/ola/</a>	
Transperfect	Transperfect.com	
Appleseed, Inc	Appleseedinc.net	



## APPENDIX E

### **Interpreter/Translation Services—Other Resources**

For Computer Assisted Note-taker (CAN) for a deaf individual, please contact:

Hawaii Interpreting Services, LLC - Phone: Sabina, 394-7706

\$75/hour with a minimum of 2 hours - an account will need to be created with them (go to [interpretinghawaii.com](http://interpretinghawaii.com) for the registration form). They need several days to one-week notice.

## APPENDIX F

### **Director's Office**

Christen Lee

### **Administrative Services Office (ASO)**

Gerilyn Sakai

### **Human Resource Office**

Ian Greene

### **Research & Statistics Office**

Janet Kaya

### **Disability Compensation Division (DCD)**

Royden Koito

### **Employment Security Appeals Referees' Office (ESARO)**

Pamela Toguchi

### **Workforce Development Division (WDD)**

Carol Kanayama

### **Wage Standards Division (WSD)**

Mari Imamura

### **Unemployment Insurance Division (UI)**

Cindy Yoshida

Tanya Lee

Jodi Takamori (Maui)

Kathy Perry (Hawaii)

Lisa Nakamura (Kauai)

### **Workforce Development Council (WDC)**

Allicyn Tasaka

### **Hawaii Labor Relations Board (HLRB)**

Nora Ebata

### **Labor and Industrial Relations Appeals Board (LIRAB)**

Lily Ling

### **Office of Community Services (OCS)**

Bernard Menor

### **Hawaii Civil Rights Commission (HCRC)**

Kanani Mariano

### **Hawaii Occupational Safety and Health Division (HIOSH)**

Deirdre Yamasaki

### **Maui District Office**

Sharon Char

### **Kauai District Office**

Seth Macomber

### **Hawaii District Office - Hilo**

Lynne Inouye

### **Hawaii District Office – West Hawaii**

Candi Boewer

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages: (Other than English)	Location: Division/Office
1	HLRB 1	Petition for Certification	None	Hawaii Labor Relations Board
2	HLRB 2	Petition for Clarification or Amendment of Appropriate Bargaining Unit	None	Hawaii Labor Relations Board
3	HLRB 3	Petition for Decertification	None	Hawaii Labor Relations Board
4	HLRB 4	Prohibited Practice Complaint	None	Hawaii Labor Relations Board
5	HLRB 5	Petition for Review of Refunds	None	Hawaii Labor Relations Board
6	HLRB 6	Statement of Objections to Conduct of Election	None	Hawaii Labor Relations Board
7	HLRB 7	Petition Relating to Financial Report of Employee Organizations	None	Hawaii Labor Relations Board
8	HLRB 8	Petition for Determination of CB Unit and Election	None	Hawaii Labor Relations Board
9	HLRB 9	Petition for Referendum	None	Hawaii Labor Relations Board
10	HLRB 10	Petition for Decertification	None	Hawaii Labor Relations Board
11	HLRB 11	Unfair Labor Practice Complaint	None	Hawaii Labor Relations Board
12	HLRB 12	Petition for Declaratory Ruling	None	Hawaii Labor Relations Board
13	HLRB 13	Petition for Intervention	None	Hawaii Labor Relations Board
14	HLRB 14	Application for Issuance of Subpoena	None	Hawaii Labor Relations Board
15	HLRB 15	Subpoena	None	Hawaii Labor Relations Board
16	HLRB 16	Subpoena Duces Tecum	None	Hawaii Labor Relations Board
17	HLRB 17	Sample Format for HIOSH Initial Claim Statement	None	Hawaii Labor Relations Board
18	General Info Regarding Workers' Compensation Appeals at LIRAB		None	Labor & Industrial Relations Appeals Board
19	Form DC-50	Notice to Employees	None	Disability Compensation Division
20	WC-101	Highlights Hawaii Workers Compensation Law	None	Disability Compensation Division
21	HC-2	Highlights of Hawaii Prepaid Health Care Law	None	Disability Compensation Division
22	TDI-69	Highlights of Hawaii Temporary Disability Insurance Law	None	Disability Compensation Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
23	BB-1	Basic Business Application	None	Unemployment Insurance Division
24	UC-B-6	Quarterly Wage Contribution & Employment and Training Assess. Rpt.	None	Unemployment Insurance Division
27	UC-25	Notification of Changes	None	Unemployment Insurance Division
28	UC-86	Waver of Employer's Experience Record	None	Unemployment Insurance Division
29	UC-175	Application of Self-Financing -Nonprofit	None	Unemployment Insurance Division
30	UC-336	Election of Family-Owned Corporation	None	Unemployment Insurance Division
31	UC-177	Security Deposit Determinations	None	Unemployment Insurance Division
32	LIR#27	Application for Certificate of Compliance	None	Unemployment Insurance Division
33.	Missing FEIN Letter	Form Letter	None	Unemployment Insurance Division
34	Incomplete Registration	Form Letter	None	Unemployment Insurance Division
35	Dummy Employer	Form Letter	None	Unemployment Insurance Division
36	Future Liability	Form Letter	None	Unemployment Insurance Division
37	Termination	Form Letter	None	Unemployment Insurance Division
38	Notice of No Remittance	--	None	Unemployment Insurance Division
39	Request for Covered Workers	--	None	Unemployment Insurance Division
40	Refund of Credit	--	None	Unemployment Insurance Division
41	Collection Notice	--	None	Unemployment Insurance Division
42	Notice of Assessment	--	None	Unemployment Insurance Division
43	Statement of Account	--	None	Unemployment Insurance Division
44	Notice of Tax Assessment	--	None	Unemployment Insurance Division
45	Contribution Rate Notice	--	None	Unemployment Insurance Division
46	Waver Approval	Form Letter	None	Unemployment Insurance Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
47	Amended Contribution Rate Notice	--	None	Unemployment Insurance Division
48	Rate Redetermination Notice	--	None	Unemployment Insurance Division
49	Change in FEIN	Form Letter	None	Unemployment Insurance Division
50	UC-345	Quarterly Wage Reporting System Multiple Filer Application	None	Unemployment Insurance Division
51	UC-346	Quarterly Wage Reporting System Application for Magnetic Media Reporting	None	Unemployment Insurance Division
52	UC-347	Notice of Acquisitions or Transfers	None	Unemployment Insurance Division
53	Statement of Benefit Charges	--	None	Unemployment Insurance Division
54	UC-BP-1	Application for Determination of Insured Status	None	Unemployment Insurance Division
55	UC-BP-24	Eligibility Review Questionnaire	None	Unemployment Insurance Division
56	UC-BP-123	Separation Questionnaire	None	Unemployment Insurance Division
57	UC-BP-159	Hawaii Tel-Claim Instructions	None	Unemployment Insurance Division
58	UC-266	Handbook on Unemployment Benefits	None	Unemployment Insurance Division
59	UC-156	Request for Withholding of Federal or State Income Tax	None	Unemployment Insurance Division
60	UC-204	Late Filing Notice	None	Unemployment Insurance Division
61	UC-226	Verification of Registration for Work	None	Unemployment Insurance Division
62	UC-269	Questionnaire for Recipients of Retirement, Pension, or Similar Income	None	Unemployment Insurance Division
63	Eligibility Questionnaire for School Employees	--	None	Unemployment Insurance Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
64	Questionnaire for Individuals Attending School or Training	--	None	Unemployment Insurance Division
65	UC-BP-19	Report of Illness or Physical Disability	None	Unemployment Insurance Division
66	UC-340	Request for Exemption from Telephone Claim Certification Filing	None	Unemployment Insurance Division
67	Self-Employment Questionnaire	--	None	Unemployment Insurance Division
68	UC-253	Record of Contacts	None	Unemployment Insurance Division
69	Monetary Determination	--	None	Unemployment Insurance Division
70	Notice of Unemployment Insurance Decision	--	None	Unemployment Insurance Division
71	UC-BP-64(a)	Notice of Overpayment	None	Unemployment Insurance Division
72	LD-1	Labor Dispute Questionnaire	None	Unemployment Insurance Division
73	LD	Informational handout	None	Unemployment Insurance Division
74	TRA-3	Information on Trade Adjustment Assistance and Alternative Trade Adjustments Assistance – Services & Benefits	None	Unemployment Insurance Division
75	ETA 855	Request for Determination of Entitlement to TAA/TRA	None	Unemployment Insurance Division
76	ETA 857	Notice of Entitlement to Trade Adjustment Assistance / Trade Readjustment Allowance	None	Unemployment Insurance Division
78	Alternative Trade Adjustment Assistance Initial Application	--	None	Unemployment Insurance Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
79	Alternative Trade Adjustment Assistance Entitlement Determination	--	None	Unemployment Insurance Division
80	Alternative Trade Adjustment Assistance Weekly Request for Wage Subsidy	--	None	Unemployment Insurance Division
81	Instructions for Completing Form HI ATAA Weekly Request for Wage Subsidy	--	Ilocano	Unemployment Insurance Division
82	Disaster Unemployment Assistance Information & Assistance Rights	--	None	Unemployment Insurance Division
83	ETA 81	Initial Application for Disaster Unemployment Insurance	None	Unemployment Insurance Division
84	ETA 82	Notice of Determination of Entitlement	None	Unemployment Insurance Division
85	ETA 83	Weekly Request for Assistance	None	Unemployment Insurance Division
86	Instructions for completing ETA 83 Weekly Request for Assistance	--	None	Unemployment Insurance Division
87	UC-BP-155	Claimant's Statement of Gross Wages/ Net Earnings	None	Unemployment Insurance Division
88	DUA-2	Questionnaire for Self-Employed Individuals	None	Unemployment Insurance Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
89	Hearing Notices	--	None	Employment Security Appeals Referee Office
90	Hearing Instruction Forms	In-person and telephone versions	None	Employment Security Appeals Referee Office
91	Further Appeal Rights Information	--	None	Employment Security Appeals Referee Office
92	Resume Posting	Instructions for On-Line posting of Resumes on HireNet Hawaii	None	Workforce Development Division
93	TAA	Request for Determination of Entitlement to Trade Adjustment Assistance	None	Workforce Development Division
94	HireNet Hawaii	Online (internet)	None	Workforce Development Division
95	ATAA Initial Application	Alternative Trade Adjustment Assistance	None	Workforce Development Division
96	Letter to employees informing them about TAA and transmitting form	--	Ilocano	Workforce Development Division
97	CL-1 Child Labor Application	Work permit application form for minors 14 & 15 years	None	Wage Standard Division
98	eCL-3 Child Labor Application Instructions2	Work permit application instructions for minors 16 & 17 years.	None	Wage Standard Division
99	eCL-3 Child Labor Application	Work permit application instructions online for minors 16 & 17 years.		Wage Standard Division
100	HFLL-1	Optional form for certification of a serious health condition (Family Leave Law)	None	Wage Standard Division
101	WSD-1.104	Instruction & Complaint form for wages and Hours of Employees on Public Works	None	Wage Standard Division
102	WSD-1.378II	Instruction & complaint form for Lie Detector Tests	None	Wage Standard Division



## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
103	WSD-1.378III	Instruction & complaint form for Unlawful Suspension or Discharge (because of a work injury)	None	Wage Standard Division
104	WSD-1.387-388	Instruction & complaint form for Wages and Hours. (minimum wage, overtime, & unpaid wages)	None	Wage Standard Division
105	WSD-1.390	Instruction & complaint form for Child Labor	None	Wage Standard Division
106	WSD-1.398	Instruction & complaint form for Family Leave	None	Wage Standard Division
107	eHCLL-1 Procedures For Obtaining a Child Labor Certificate	Child Labor work permit instructions for minors ages 14 to 17 years	None	Wage Standard Division
108	eHCLL-3 Theatrical Employment Under the Hawaii Child Labor Law	Child Labor Theatrical work permit instructions for minors ages 14 to 17 years	None	Wage Standard Division
109	Guide to WSD Administrative Hearings	Information Guide	None	Wage Standard Division
110	eH104-3 Requirements of Chapter 104, HRS	Information Guide	None	Wage Standard Division
111	eH104-2 Commonly Asked Questions About Chapter 104	Information Guide	None	Wage Standard Division
112	Minimum Wage Notice	Poster Notice	None	Wage Standard Division
113	Overtime Notice	Poster Notice	None	Wage Standard Division
114	Payment of Wages Law Notice	Poster notice	None	Wage Standard Division

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
115	Hoisting Machine Operator's Certification	Application form	None	HIOSH
116	Hoisting Machine Operator's Special Certification	Application form	None	HIOSH
117	Certificate of Fitness Application for Blasters and Pyrotechnics	Application form (new and renewal)	None	HIOSH
118	Boiler Installation Form	Application form	None	HIOSH
119	Authorization for Repair/Alteration Application	Application form	None	HIOSH
120	Elevator Installation Permit Application	Application form	None	HIOSH
121	Application for Certified Health Professional	Application form	None	HIOSH
122	Complaints Addressed by HIOSH	Special website links to informational forms to help processing of various complaints.  Link: <a href="http://labor.hawaii.gov/hiosh/files/2013/01/FileAComplaint-rvsd-12-18-14.pdf">http://labor.hawaii.gov/hiosh/files/2013/01/FileAComplaint-rvsd-12-18-14.pdf</a>	None	HIOSH

## APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
123	Notice Of Filing Of Discrimination Complaint Real Property Transactions	Notice	None	Hawaii Civil Rights Commission (HCRC)
124	HCRC Mediation Program Questions & Answers	Information	None	HCRC
125	Mediation Option Form	Application Form	None	HCRC
126	HCRC Pre-Complaint Instructions and Checklist – Employment	Instructions & Information	None	HCRC
127	Pre-Complaint Instructions and Checklist – Public Accommodations	Instructions & Information	None	HCRC
128	Pre-Complaint Questionnaire – Employment	Questionnaire	None	HCRC
129	Pre-Complaint Questionnaire – Public Accommodations	Questionnaire for Determination	None	HCRC
130	Pre-Complaint Questionnaire – Real Property Transaction	Questionnaire for Determination	None	HCRC
131	Pre-Complaint Questionnaire – Access to State/Funded Services	Questionnaire for Determination	None	HCRC

## APPENDIX G

No.	Name of document	Brief description, if necessary	Languages translated into:	Location: Division/Office
132	Letter for Telephone Intake	Letter for appointment	None	HCRC
133	Letter for Intake Appointment	Reminder letter	None	HCRC
134	Letter for Additional Information and/or signature	Letter with (SOL date)	None	HCRC
135	Letter requesting Medical certification	Letter – ADA consideration	None	HCRC
136	HCRC – Medical Certification	Form for Doctor’s Certification	None	HCRC
137	Authorization For Release of Medical Records	Form	None	HCRC
138	Mediation Option Form	Form to obtain mediation	None	HCRC
139	Letter – Investigator Reassignment	Letter	None	HCRC
140	Invitation To Pre-Determination Settlement	Information	None	HCRC
141	Letter of announcement to schedule for review to applicant	Letter	None	HCRC
142	Letter to verify filing with action request for applicant	Letter	None	HCRC
143	Confidentiality Agreement	Agreement for bilingual interpreter for the interview	None	HCRC

## APPENDIX H



- Step 1: Call 1 888-338-7394  
Step 2: Enter Account Number **17301**, followed by # sign  
Step 3: Select 1 to be connected directly to your Spanish interpreter, or  
Select 2 to be connected directly to your Russian Interpreter, or  
Select 3 to be connected directly to your Vietnamese interpreter, or  
Select 4 to be connected directly to your Somali Interpreter, or  
Select 9 for all other languages  
\*If you require a 3<sup>rd</sup> party call, press 9 to reach a Customer Service Representative

### How to Use Interactive Voice Response (IVR)

#### What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

#### What is IVR?

IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

#### What is a third party call?

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

#### How do I make a third party call with CTS LanguageLink?

If you need a third party call, press 9 (even for Spanish) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our **interpreters are not able to make the third party call** directly.

#### I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: [clientrelations@ctslanguageink.com](mailto:clientrelations@ctslanguageink.com)

Toll Free: 1 (855) 579-2704

